

Nurse First Advice Line

Nurse First Advice Line – A 24 x 7, toll free nurse advice line staffed by licensed-registered nurses. Medicaid clients are encouraged to call the nurse line anytime they are sick, hurt, or have a health concern. The nurses ask questions about callers' symptoms using clinically-based algorithms, then direct them to seek the appropriate level of services at the appropriate time. Levels of care recommended range from Emergency Room to self care at home. The nurses do not diagnose nor provide treatment. The program is voluntary though participation is strongly encouraged.

The Nurse First Advice Line is expected to lower Medicaid costs both through direction to lower levels of care where appropriate (self care instead of doctor visit) and through direction to higher levels of care where appropriate, which can prevent costly hospital stays and extended illnesses.

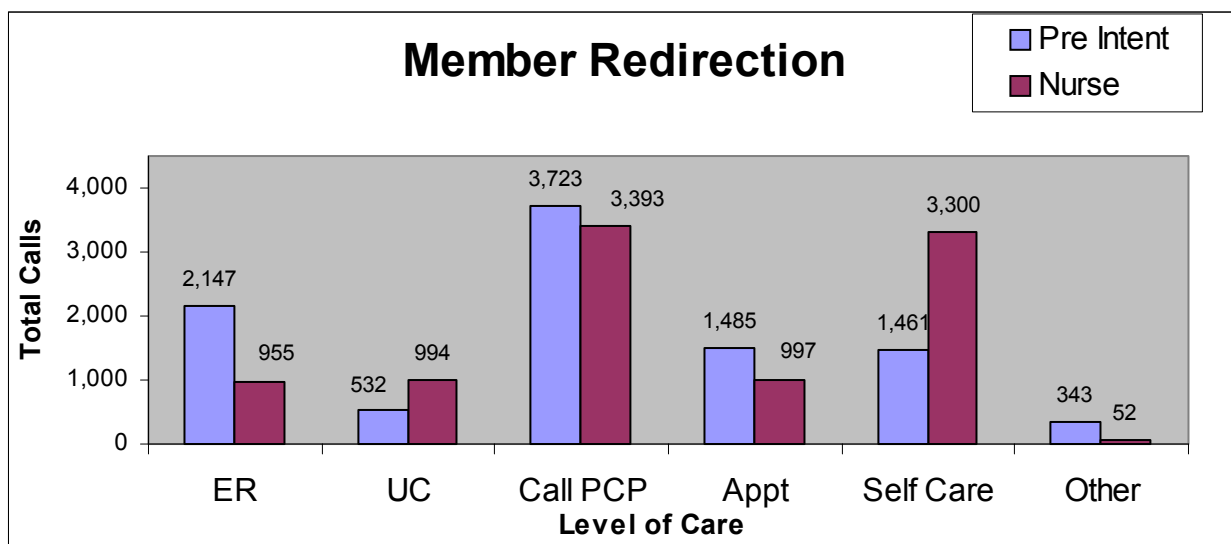
Eligibility – All Medicaid clients are eligible for the Nurse First programs with the exception of nursing home and institutionalized clients, and those clients enrolled in Medicare where the State is paying the clients Medicare B premium.

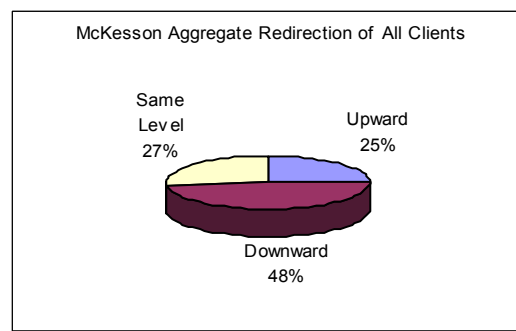
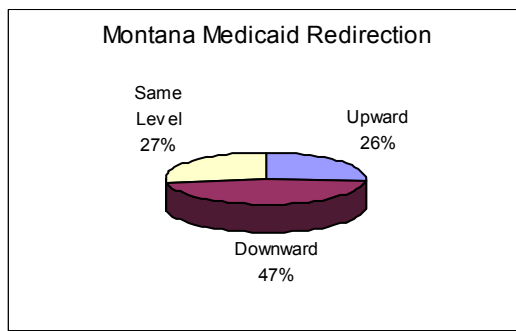
Program Participants: 63, 861 - Average Monthly Enrollment Year to Date.

Monthly Costs: \$47, 837 – Average Monthly Cost Year to Date. Estimated annual cost is \$626,578. Costs for the advice line are calculated based on the total number of clients, their actual measured annualized call rate, and a Per Member Per Month (PMPM) fee found actuarially sound for similar services provided nationwide.

Guaranteed Net Savings: \$1 annually – The contractor, McKesson Health Solutions, guarantees net savings will be at least equal to the total annual Advice Line fees. Should the net savings guarantee not be achieved, fees will be refunded at a rate proportionate to the actual deficit from the gross savings target. **Net savings are expected to be well above the Guaranteed Net Savings (breakeven) level.**

Member Redirection – Year to Date: *Nurse First Advice Line* activity suggests guidance to more appropriate levels of healthcare services based on a client's reported "pre-call" intent versus the Triage nurse's recommendation. The following chart/graph shows the re-distribution and impact of the States Year-to-Date assessments on the clients' intent to seek care.





Provider Benefits – In addition to benefiting clients and reducing costs, Nurse First benefits physicians and other providers by:

- Decreasing non-urgent after hours and daytime phone calls
- Appropriately directing patients from the Emergency Department to the provider's office
- Reducing the amount of time providers and staff unnecessarily spend on the phone
- Decreasing the number of call backs to patients
- Reducing inappropriate office visits
- Educating patients on how to prudently use the resources of the provider's office
- Encouraging patient compliance with the provider's treatment plan
- Reinforcing the provider-patient relationship
- Assisting with meeting patient satisfaction goals